Regina Catholic Schools

RCSD Web Access Troubleshooting Information

Supported operating systems and internet browsers:

The Web Access Service may work on other broswers but the following operating systems and browsers are supported:

OSs	Browsers
Windows 7 on x86 (32-bit) and x64(64-bit)	Internet Explorer 8.x Firefox 3.x
Windows Vista on x64	Internet Explorer 7.x/8.x Firefox 3.x
Windows Vista SP2 on x86 Vista SP1 with KB952876 or later on x86	Microsoft Internet Explorer 7.x/8.x Firefox 2.0 or later
Windows XP on x64	Internet Explorer 7.x and 8.x Firefox 3.x
Windows XP SP2 or later on x86	Microsoft Internet Explorer 6.x-8.x Firefox 2.0 or later
Apple: Mac OS 10.5	Safari 2.x Firefox 3.x
Mac OS 10.6.x 32- and 64-bit	Safari 4.x Firefox 3.x
Linux	Firefox 2.0 or later

Java Requirements:

Java may be required for the Web Access Service to work. The latest version of Java is available for download at www.java.com.

The Web Access Service automatically logged me out?

You will be logged out automatically of the Web Access Service after 15 minutes of idle connection. You can continue to work on files you accessed but you will need to log back into the site when you want to save you file back to the server.

Internet Security Settings:

Security settings can vary per machine. If you are having troubles accessing the Web Access Service, add https://access.rcsd.ca to your trusted sites.

For Internet Explorer:
Tools – Options – Security Tab – Trusted Sites Zone – Click Sites – add https://access.rcsd.ca to the Websites List.

For FireFox:
Tools – Options – Privacy Tab – Click Cookies – Exceptions – Allow https://access.rcsd.ca